



FREQUENTLY ASKED QUESTIONS

Transitioning to Monthly e-Statement for Personal and Business Current Accounts

NO.	QUESTIONS	ANSWER										
1.	What is an Electronic Statement (e-Statement)?	An e-Statement is a secure and environmentally friendly electronic version of your account activities. The e-Statement will replace physical bank statements starting 1 st October 2024.										
2.	When will I stop receiving physical bank statements and switch to e-Statement?	Starting 1 st October 2024, personal and business current account holders will receive e-Statements instead of monthly physical statements. You can access e-Statements online via online banking or have them sent to your registered email. <table border="1" data-bbox="553 577 1523 720"> <thead> <tr> <th>Account Type</th> <th>Online Platform</th> </tr> </thead> <tbody> <tr> <td>Personal</td> <td>Maybank2u</td> </tr> <tr> <td>Business</td> <td></td> </tr> <tr> <td> a) Sole-proprietors</td> <td>Maybank2u</td> </tr> <tr> <td> b) Non-sole proprietor business</td> <td>Maybank2u Biz or Maybank2E</td> </tr> </tbody> </table>	Account Type	Online Platform	Personal	Maybank2u	Business		a) Sole-proprietors	Maybank2u	b) Non-sole proprietor business	Maybank2u Biz or Maybank2E
Account Type	Online Platform											
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a) Sole-proprietors	Maybank2u											
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3.	When will my e-Statement be available?	Your e-Statement will be available online and/or sent to your registered email by the second week of each month.										
4.	Do I need to update my registered email to receive the e-Statement via email?	Starting 1 st October 2024, customers with a registered email will automatically receive e-Statement. Should you not receive your e-Statement or need to update your email address, just contact us at 1 300 88 6688 or stop by any Maybank/Maybank Islamic branches.										
5.	If I still need a printed copy of my statement, how can I get it?	You can request a physical copy of your statement at any Maybank/Maybank Islamic branch. Please note that there will be a fee for this service: Printing of physical statement <u>within 1 year</u> from the original statement date: <ul style="list-style-type: none"> ▪ RM1 per page and ▪ Administrative fee of RM10 per request. Printing of physical statement <u>older than 1 year</u> from the original statement date: <ul style="list-style-type: none"> ▪ RM1 per page and ▪ Administrative fee of RM20 per request. 										
6.	Who can I reach for assistance with Maybank Online Banking?	For assistance, you may contact: <ul style="list-style-type: none"> • Maybank Group Customer Care at 1 300 88 6688, or • Visit any Maybank/Maybank Islamic Branches nearest to you. 										
Personal Account												
7.	How can I access e-Statement if I'm not registered for Maybank2u online banking?	To access your personal account e-Statement, please register with Maybank2u. To register: <ol style="list-style-type: none"> 1. Visit Maybank2u. 2. Click Register Now at the top right of the Maybank2u main page. 3. Enter your Debit/Credit/Charge/Prepaid Card Number or Access Number, followed by your 6-digit PIN for the Card or Internet Banking PIN. 4. Once registration is complete, sign in to Maybank2u to view your e-Statement. 										
8.	How do I view my e-Statement on Maybank2u?	Maybank2u <ol style="list-style-type: none"> 1. Login to Maybank2u. 2. Select Personal at the top right of the website, then click Login. 3. Navigate to the Account dashboard. 										



		4. Locate the three dots on the right side of the same line as ‘Savings/Current Account’, then select View Account Statement .
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Business Account : Sole Proprietor

9.	How can I access e-Statement if I'm not registered for Maybank2u online banking?	To access your sole proprietor business account e-Statement, please register with Maybank2u. To register: 1. Visit Maybank2u . 2. Click Register Now at the top right of the Maybank2u main page. 3. Enter your Debit/Credit/Charge/Prepaid Card Number or Access Number, followed by your 6-digit PIN for the Card or Internet Banking PIN. 4. Once registration is complete, sign in to Maybank2u to view your e-Statement.
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10.	How do I view my e-Statement on Maybank2u?	Maybank2u 1. Login to Maybank2u . 2. Select Personal at the top right of the website, then click Login . 3. Navigate to the Account dashboard. 4. Locate the three dots on the right side of the same line as ‘Savings/Current Account’, then select View Account Statement .
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Business Account ÷ Non-Sole Proprietors

11.	How can I access the e-Statement if I'm not registered for Maybank2u Biz/Maybank2E online banking?	<p>To access your business account e-Statement, please register with Maybank2u Biz or Maybank2E. The platform features cater to different business needs.</p> <table border="1"> <thead> <tr> <th>Feature</th> <th>Maybank2u Biz</th> <th>Maybank2E</th> </tr> </thead> <tbody> <tr> <td>Account Users</td> <td>1 - 5</td> <td>More than 5</td> </tr> <tr> <td>Transaction Amount</td> <td>Less than RM50,000 per transaction.</td> <td>More than RM50,000 per transaction</td> </tr> </tbody> </table> <p>Maybank2u Biz Registration: 1. Make an online appointment with your preferred branch using Maybank EzyQ. 2. Download and complete the Maybank2u Biz registration form and please bring along the required documents: a. Company’s Board Resolution (for Private Limited Company/Sdn.Bhd) b. Authorisation Letter (for Govt Educational Institution) c. Mandate Letter (for Partnership and Professional) d. Annual General Meeting (AGM) Minutes OR Committee Minutes of Meeting, signed by Chairman, Secretary and Treasurer (Club, Society and Association)</p> <p>Please ensure that all registered users (Checker, Maker, and Viewer) are present at the appointment, along with the completed document and a photocopy of each individual's NRIC. You can access and view the e-Statement on Maybank2u Biz once you have activated the account.</p> <p>Maybank2E Registration: 1. Visit M2E Ezy Apply to sign up for Maybank2E, following these simple steps: a. Fill up the online form and select the Cash Management solution. b. Nominate your online users and assign user access (System Admin, Data Entry & Authoriser) c. Submit all the required documents online. i. NRIC of all of online users ii. Final Letter Offer signed by authorized signatories iii. Company’s Board Resolution</p>	Feature	Maybank2u Biz	Maybank2E	Account Users	1 - 5	More than 5	Transaction Amount	Less than RM50,000 per transaction.	More than RM50,000 per transaction
Feature	Maybank2u Biz	Maybank2E									
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		<p>iv. Supporting documents (if required)</p> <p>Your application will be processed within 5 to 14 working days. You will receive an email notifying you of the application status. If approved, your authorised users will also receive an email with their user ID and temporary password to access Maybank2E.</p>
12.	How do I view my e-Statement on Maybank2u Biz/Maybank2E online banking?	<p>Maybank2u Biz</p> <ol style="list-style-type: none"> 1. Login to Maybank2u Biz. 2. Navigate to the Home dashboard and click on e-Bills & Statement. 3. Select the Statement dashboard. 4. Choose Current Account from the dropdown menu in the Statement dashboard. <p>Maybank2E</p> <ol style="list-style-type: none"> 1. Login to Maybank2E 2. Navigate to the Portfolio dashboard and click on Account Statement. 3. Select the Bank Statement option. 4. Choose the appropriate "month and account number" from the dropdown menu and click Search. 5. Select the desired account and click Download. 6. The e-Statement will be available in the File Repository on the home page, where you can view or save your e-Statement.
13.	Who can I reach for assistance with Maybank Online Banking?	<p>For assistance, you may contact:</p> <ul style="list-style-type: none"> • Maybank Group Customer Care at 1 300 80 8668, or • Visit any Maybank/Maybank Islamic Branches nearest to you.